

COMPASS PROFESSIONAL HEALTH SERVICES

Healthcare Support for You and Your Family

HEALTHCARE FRUSTRATIONS: IT IS COMPLEX!

Healthcare costs continue to rise

- Cost Transparency Support

Difficult to find quality providers

- Assistance in Researching

Healthcare system is fragmented and complex

- Unlimited Access to a Personal Healthcare Advocate

COMPASS HEALTH PROS

EMPOWERING SMARTER HEALTHCARE DECISIONS



Select
Doctors



Understand
Insurance
Benefits



Compare
Costs

Preparing for an Appointment



Understand Insurance Benefits



Create Health Summary

Choosing Appropriate Care



Compare Costs



Select Doctors



Explain Care Options

Facilitating Treatment



Schedule Appointments



Assist with Communications



Obtain Medical Records

Reviewing Charges



Review of Bills and Charges

DOCTOR RECOMMENDATIONS:

FIND THE BEST DOCTOR FOR YOU

Board Certified



Quality

State Licensed

Network Status

Appointment
Availability

DON'T BE OVERCHARGED FOR MEDICAL PROCEDURES

MRI Knee- Local Facilities

Location	In-Network Allowed Amount
Hospital A	\$3,300
Hospital B	\$2,300
Diagnostic Imaging Center	\$450

630% Difference



Doctors and hospitals have **different fees** for the same medical services.

Disclaimer: This example is for illustrative purposes. Your final price can vary from these quoted amounts because of changes/additions to billing codes, complexity at the time of the procedure, or administrative errors .

PRESCRIPTION ASSISTANCE

FIND ALTERNATIVES THAT LOWER YOUR OUT OF POCKET EXPENSE

Current Medication	Generic Equivalent	Clinical Alternatives	Monthly Savings
Crestor \$140	None	Pravastatin \$4 Generic Lovastatin \$4 Generic	\$136
Effexor XR \$105	Venlafaxine \$36	Fluoxetine \$4 Generic Citalopram \$4 Generic	Generic Equivalent \$69 Clinical Alternative \$101

BILL REVIEWS

STRAIGHT ANSWERS, SMART ADVICE



Get **unbiased** advice and **expert** guidance

- ❖ Understand Coverage
- ❖ Resolve Disputes
- ❖ Appeal Charges
- ❖ Coordinate Refunds

MEMBER EXAMPLE- JERRY



“I injured my arm and had to go to the **Emergency Room**. I started receiving bills that stated the Physician was **out-of-network**.

My Health Pro worked with my providers and the insurance company to have the claims re-processed, and I saved \$1,000 and countless hours on the phone.”

SAVED MONEY & TIME

MEMBER EXAMPLE- SUSAN



“My doctor told me I needed a **diagnostic mammogram**. I called the hospital where my doctor referred me and I was told the cost would be \$650!

Luckily, I used my **Compass Health Pro** to research other in-network, quality options in my area. She directed me to an imaging facility that only charges \$150.”

SAVED \$500

COMPASS DOES NOT:

Share any employee's personal health information with your employer.

Provide medical advice or replace your doctor.

Receive money for recommending one doctor or hospital over another.

Provide assistance for medical emergencies.

FREQUENTLY ASKED QUESTIONS

Q: Can Compass assist with issues related to dental and vision benefits?

YES

Q: Can Compass review old bills?

YES

Q: Can Compass assist members of my household that are on a different insurance plan?

YES

Q: How long will it take Compass to respond to my request with an answer?

Most requests are answered by the next business day – bill reviews and appeals often take longer

Q: Does Compass need permission to speak with my doctor or insurance company?

YES, you will need to fill out an authorization form giving Compass permission to advocate for you on your behalf

CONTACT YOUR HEALTH PRO TODAY

Megan Cowne

Call: 800-513-1667 x484

Email: megan.cowne@compassphs.com

Hours: M – F 8am – 6pm Central



Get Connected Online!

Go online to let your Health Pro know the best way to get connected so you can start receiving insider hints, tips, and savings on healthcare!

www.compassphs.com/getconnected



CONTACT COMPASS, GET REWARDED

Rewards GIFT CARD

The City of Fort Worth is offering TWO ways to earn rewards!

1. The first time that you or your household member contacts Compass for service, you will receive a \$10 gift card.
2. Each time that you save over \$500 or more on a single Compass service, you will receive a \$50 gift card.



Actual City of Fort Worth Employee Experience

The Criteria Used Were:

- American College of Radiology Accredited Facility
- Reputation for High Quality Care
- Proximity to Work
- Cost Effective
- Aetna Choice POS II In-Network Provider
- Meets Compass Quality Standards
- Courteous Staff

Choice	A	B	C
Name	Insight Health Corp	Envision Imaging at Camp Bowie	Texas Health Harris Methodist Hospital
Specialty Name	Imaging Center	Imaging Center	Hospital
Location	1199 8 th Avenue Fort Worth, TX	3400 Camp Bowie Blvd. Fort Worth, TX	1301 Pennsylvania Ave Fort Worth, TX
Phone	817.335.9729	817.321.0470	817.250.3575
Office Hours	M-Th 7:00AM-6:00PM F 7:00AM-5:00PM Sat 7:30AM-12:00PM	M-F 7:00AM-9:00PM	M-F 8:00AM-8:00PM
Accreditation	ACR	ACR	ACR JACHO
Staff Rating 1 = cold 5 = warm	5	5	5
Website	Go to Site	Go to Site	Go to Site
Estimated Cost	\$530	\$1,155	\$1,270
Facility Confirmed Price	The facility provided helpful information but was unable to confirm the contracted rate with your insurance company.	YES	YES

QUESTIONS?